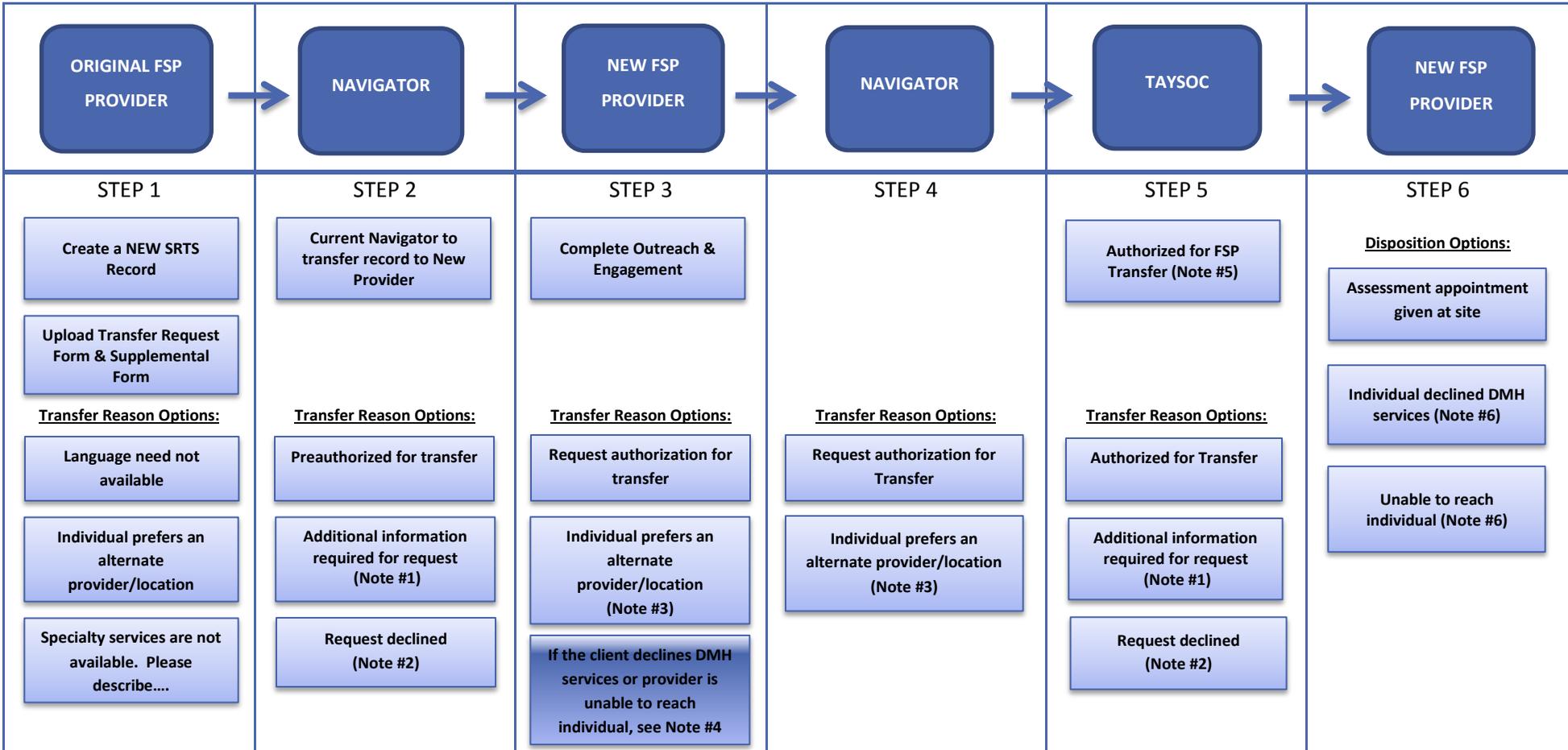


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA**



Note #1: If the Navigator or TAYSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

Note #2: If a request for transfer is declined, Navigator will discuss linkage with FSP provider.

Note #3: If the client prefers another provider, transfer back to the Navigator for linkage.

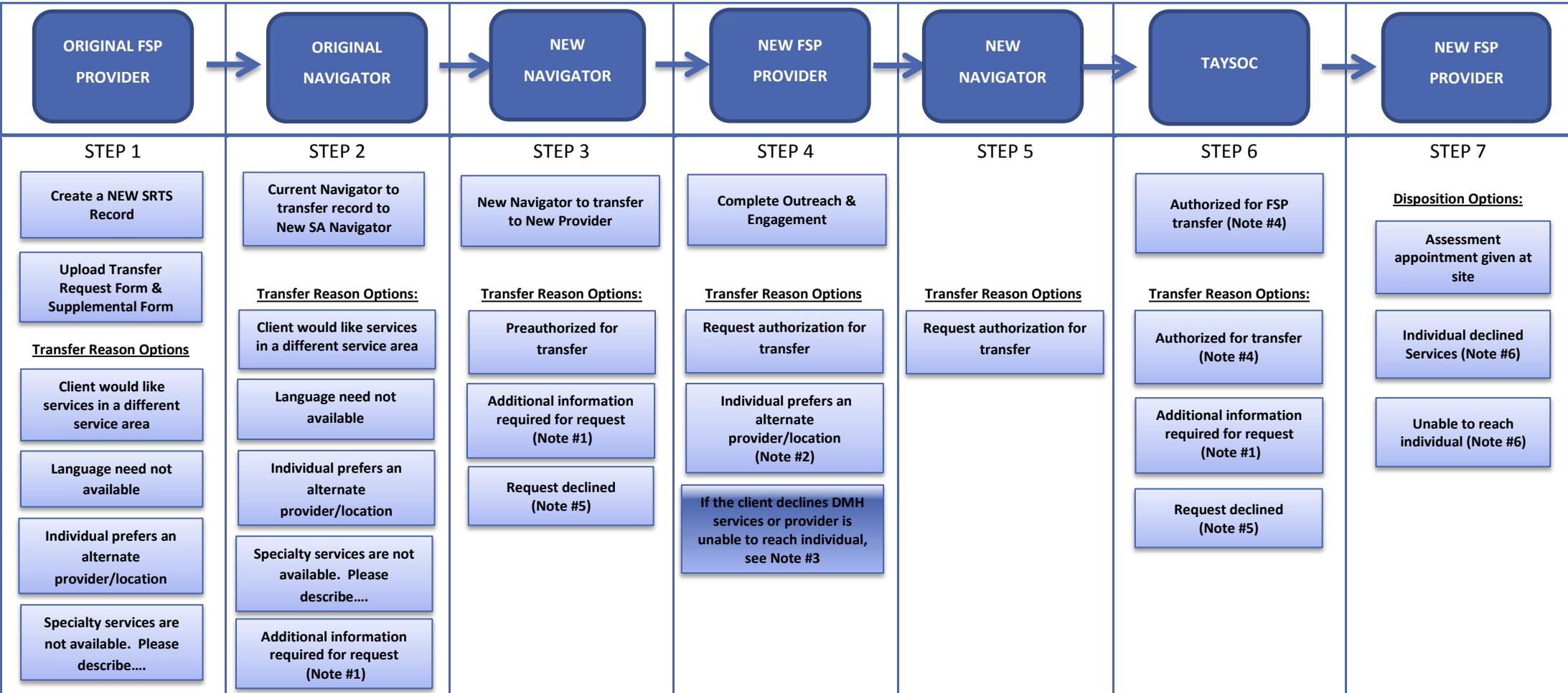
Note #4: If the client declines DMH services or provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, communicates with the Navigator, and informs the original FSP provider to start Disenrollment flowchart from the original authorized record.

Note #5: TAYSOC will inform TAY Navigator, original FSP provider and new FSP provider of the transfer’s successful authorization via email.

Note #6: If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Disenrollment.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA**



- Note #1:** If the Navigator or TAYSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”
- Note #2:** If the client prefers another provider, transfer back to the Navigator for linkage.
- Note #3:** If the client declines DMH services or provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, informs the new Navigator, who communicates with the old Navigator, who communicates with the new Navigator, and informs the original FSP provider to start Disenrollment flowchart from the original authorized record.
- Note #4:** TAYSOC will inform TAY Navigator, original FSP Provider and new FSP Provider of the transfer’s successful authorization via email.
- Note #5:** If a request for transfer is declined, Navigator will discuss linkage with FSP Provider.
- Note #6:** If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Disenrollment.